



U.S. Department of State
INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Vienna	2. AGENCY Department of State	3a. POSITION NO. 97012001
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCY MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☐ No

4. REASON FOR SUBMISSION

- ☐ a. Redescription of duties: This position replaces:
- Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- ☐ b. New Position
- ☒ c. Other (explain) CLO Reference Job Type B/ new incumbent

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority HRO (RJD CLO Type B) FLO, HR/OE	Community Liaison Office Coordinator (CLO)	FP-5	CEC	9/19/07
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
8. OFFICE/SECTION JMO/CLO	a. First Subdivision
b. Second Subdivision	c. Third Subdivision
9. This is a complete and accurate description of the duties and responsibilities of my position. _____ Typed Name and Signature of Employee Date (mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position. _____ Typed Name and Signature of Supervisor Date (mm-dd-yyyy)
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. _____ Typed Name Signature of Section Chief of Agency Head Date (mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with the appropriate 3 FAH-2 standards. _____ Typed Name and Signature of Admin or Human Resources Officer Date (mm-dd-yyyy)

13. BASIC FUNCTION OF POSITION

The CLO Coordinator is a member of the Joint Management (JMO) staff and reports directly to the JMO Counselor. CLO Vienna provides programs and support to nearly 600 American employees and family members of the Tri Missions. Due to the nature of a Tri Missions community and its complexities, the CLO responds to the needs and requests of three separate US Mission Ambassadors, Deputy Chiefs of Mission and their respective professional officers, staff and family members. In addition, CLO Vienna liaises and provides support services to eight USG and Military offices represented at the Tri Missions, which requires a set of strong organizational and communications skills and responsibilities. The CLO also serves an important liaison role with five international schools which USG dependent children attend.

On a daily basis, CLO manages a complex set of relationships within and between the Tri Missions community, which requires the ability to set priorities, work effectively and efficiently, make sound independent judgments, multi-task and be able to adjust to a rapidly changing environment. CLO must also demonstrate strong interpersonal skills to respond and balance the needs of a diverse Tri Missions community. CLO must also be able

to make sound judgments, work independently, and develop short and long-term planning goals.

CLO directly supervises the Newsletter Editor and CLO Assistants and manages a CLO fund to support CLO programs and events.

CLO also acts as the advocate and advisor to Management on community issues and concerns with the aim to maintain high morale and community satisfaction.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

The duties of the CLO are in the following 8 areas:

%

Employment Liaison-

CLO Vienna plays a high profile and leading advocacy role for employment opportunities not only within the Tri Missions but also the local economy. The CLO plans and coordinates a variety of employment workshops and information sessions to assist accompanying family members seeking employment while at Post. CLO responds to e-mails from prospective bidders to Post or from newly assigned family members about Post employment opportunities and refers to Human Resources as appropriate. CLO is also the first stop for employment inquiries upon arrival at Post. Serves on the Post Employment Committee to ensure and advocate for family preference in the post policy hiring. CLO liaises with the Bilateral Mission Senior Management to support efforts to negotiate a full Bilateral Work Agreement between Austrian and US Governments. CLO also provides support to the Human Resources in the Summer Hire Program. Educates and assists family members to apply for functional training. Coordinates and maintains post's Family Members Employment Report (FAMER) and publicizes and promotes information from FLO Washington.

Welcoming and Orientation-

CLO is responsible for the dissemination of pre-arrival and post arrival information for successful integration into the Tri Missions community. Information includes a CLO Orientation handbook distributed to all incoming officers and family members. Updates and revises handbook annually. Organizes, recruits, and matches between 50-60 incoming officers with appropriate community members for an effective program. Plans and executes a full-day Tri Missions orientation program held at all three missions that includes Ambassadors, DCMs, community member panel sessions and special cross-cultural topics of interest. Coordinates with Tri Missions DCMs to host Welcome Reception and Sponsor Thank You event. Organizes and executes a reentry workshop for departing employees and family members. Provides weekly CLO briefings for incoming officers as well as family members.

Event Planning-

Organizes and executes a variety of programs, events, and activities to enhance Post morale. Topics include: host country culture; history, places of interest; US traditions; social, educational, and recreational activities. Organizes and co-sponsors programs and events with other Tri Mission offices including the Medical Unit, RSO, GSO, American Employees Association (AEA), for example, providing educational, safety and security, and cultural entertainment opportunities and information.

Education Liaison-

Maintains strong working and communication relationships with Admissions Office and School Administration Offices at the five Vienna international schools. Liaises with all USG offices represented in the Tri Missions regarding school admissions and placement deadlines and procedures. Provides information about the schools and link families and school officials for communication purposes. CLO also provides information and advice about local Austrian German speaking pre-schools and other international pre-schools. Liaises with the US Ambassador's representative to the American International School Board of Directors and the State Department Office of Overseas Schools. Provides current information on US schools including boarding schools, summer camps, adult education in addition to local German language academies and Austrian Universities for adult education opportunities. Provides information on local child care opportunities and child care issues. Coordinates with five international schools in the preparation of individual annual School Summary Reports for the Office of Overseas Schools and the annual Child Care Report.

Community Liaison-

Responsible for the quarterly meetings of the CLO Advisory Board and Board activities. Establishes and maintains effective working relationships with all USG offices and sections represented at the Tri Missions.

Maintains on-going communications concerning incoming officers and/or family members for Sponsor Program and Educational needs of the community. Attends weekly staff meetings at UNVIE, USOSCE, JMO and attends the Chancery Country Team meeting once per month. Meets on a monthly basis with the Bilateral Deputy Chief of Mission. Maintains strong communication links with all three Tri Missions Deputy Chiefs of Mission on a variety of community related topics and issues. Maintains memberships in the American Women's Association (AWA) and attends periodic meetings. Provides assistance to AWA in their charity drives. Liaises with the United Nations Women's Guild (UNWG) for programs and events. Serves as non-voting committee member on the Post Employment Committee (PEC); Emergency Action Committee (EAC); Housing Board; Avian Influenza, and American Employees Association (AEA).

Facilitates information on local events from local school, church groups, and cultural organizations.

Information and Resource Management-

Provides supervision of weekly newsletter Editor/CLO Assistant. Responsible for weekly contributions to the Newsletter "CLO Page" and other articles of benefit to the community. Maintains, manages, and reviews a large volume of print information/maps on cultural, travel information in Vienna, Austria and Central/Western Europe including travel information and check-in procedures for shopping on the US Military bases in Germany and Italy. Provides above information for other US Mission personnel traveling through or to Austria. Maintains and updates a CLO page on the US Embassy Vienna website. Manages and coordinates multimedia dissemination of CLO Program and community events. Submits semi-annual comprehensive CLO Activity Report to FLO and updates Post Information to OBC.

CLO also manages a significantly sized multi-volume Resource Library which is heavily utilized not only by Tri Missions staff and families but also LE staff.

CLO manages a yearly fund that averages between €3,000 - 4,000 by fundraising through the Community.

Guidance and Referral-

Provides confidential support to individuals and groups within the distinctive Tri-Missions communities. Issues include but are not limited to: personal needs, cross-cultural adjustment, employment, school concerns, and career planning. Liaises with RMO/P, FSNP, and RMO when community issues of concern arise including Family Advocacy, and Post morale. Communicates with Tri Missions Ambassadors, DCMs, and JMO about community morale issues when appropriate. Makes referrals as appropriate. Works with Post Management in seeking solutions to issues affecting community welfare and morale. CLO also has responsibility for the "Adopt a Marine" Program.

Crisis Management-

Relays critical security information between Post management and the community. Represents the interest and concerns of the community when security and/or crisis situations arise. Serves on the Emergency Action Committee (EAC) and is responsible for rumor control. Liaises with RSO on security briefings for family members, contingency planning seminars and Town Hall meetings to ensure emergency preparedness.

Liaises with Human Resources to disseminate relevant information. Provides departure information and safe haven information to FLO during an evacuation. Works with Post Management to rebuild community upon return to post.

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15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:

High school diploma required, B.A/B.S. desired.

- b. Prior Work Experience:
Minimum five years in an area involving customer service or client service, working with others, interpreting and applying procedural manuals. Position requires a minimum of six months of prior experience in supervising others.
- c. Post Entry Training:
CLO training and a minimum of six months in country to acquire knowledge of local environment and host country culture and daily life practices. Has worked or is presently working within an Embassy/USG or military environment is desired.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read)
English language level IV.
- e. Job Knowledges:
Organization and Operational Environment: The CLO must be knowledgeable about the structure of the Tri Missions, including the multiple USG agencies and US military offices represented, to understand the diversity and complexity of community needs. CLO Vienna briefs and advises newcomers on topics related to employment opportunities, Bilateral Work Agreements, education including five international schools as well as issues specific to Vienna and Austria that impact daily lives and routines in addition to cultural practices.
- f. Skills and Abilities:
Manage a complex set of programs with strong organizational, administrative skills. Exercise judgement on complex range of issues and topics and often independently. Good problem solving skills required. Be able to adjust to rapidly changing priorities in a busy office as well as multitask. Demonstrate long-range planning abilities. Excellent interpersonal skills required to deal with members of the community, sometimes in crisis, as well as members of the official, non-official, and international communities. Knowledge of US Mission in order to provide guidance and referral when necessary. Good computer skills (MS Office normal user level) are required.

16. POSITION ELEMENTS

- a. Supervision Received:
Supervisor is the Deputy Management Counselor.
- b. Supervision Exercised:
Supervision of Newsletter Editor, CLO Assistants and Summer Hire Program Employees.
- c. Available Guidelines:
FAM, CLO Training 101 Manual, FLO Guidance and other office manuals.
- d. Exercise of Judgment:
The size and complexity of the Tri Missions community along with a rapidly changing daily work environment requires flexibility, setting priorities and resetting according to the unexpected demands requested by three Ambassador/DCMs and other agency and section heads. CLO often needs to evaluate requests and work projects to determine project planning, associated responsibilities and requirements, time and effort involved, and whether a project is feasible. This may have to be exercised six months or more in advance. Independent evaluation, assessment, and analytical skills are called for. Moreover, the ability to analyze situations and problems and their solutions is a constant and necessary skill set for CLO. CLO manages a CLO fund and must exercise judgment in determining affordable costs for CLO sponsored programs and activities. CLO has financial oversight management responsibilities for the CLO funds which average between 3,000 - 4,000 Euros.
- e. Authority to Make Commitments:

CLO has the ability to make its own commitments in programming and activities that benefit the Tri Missions community. With its limited funds, it can make limited commitments to support its own programming and/or to assist other Tri Missions groups such as the Marines and their events.

f. Nature, Level, and Purpose of Contacts:

CLO interacts with all the USG and Military offices affiliated with the Tri Missions to assist and coordinate the Sponsor, Orientation Programs, School Admissions, Family Member Employment and a wide range of CLO programs and events. In addition, CLO works closely with five international schools, AWA, UNWG, CLO counterparts at the other English language missions such as the UK, Australia, and Canada.

g. Time Required to Reach Full Performance Level:

6 months to 1 year.

Physical or Psychological Demands: because of the size of the Tri Missions, CLO Vienna is called upon regularly to advise and refer community members on a wide variety of issues, including education, employment, housing, and divorce. The CLO office is also in a unique position to be at the front line when issues of Post/Mission morale arise and often becomes a "first responder" to such situations. CLO Vienna regularly consults with appropriate JMO and MED officers when required.

Unusual Work Pattern Demands: The CLO Coordinators are interrupted constantly fielding questions, greeting visitors, answering phones on an array of Foreign Service life issues as well as local resources. This demands an acute level of mental agility and ability to quickly shift gears and constantly multitask.